

CLAIMS

The following listing of Claims replaces all prior versions:

Claims 1-29 (canceled)

Claim 30 (previously presented): A service center for offering short turnaround services on particular serviceable items in an environment in which the services cannot otherwise be performed on those items, said service center comprising:

- a retail facility for providing access to customers seeking services on moveable serviceable items, said retail facility lacking capabilities to provide the services therein;
- a valet for receiving custody of the moveable serviceable items from a customer;
- a remote service facility with service capabilities for the movable serviceable items, said service facility being (i) external to said retail facility, and (ii) accessible by said valet for moving the moveable serviceable item to the remote service facility;
- imaging facilities at said service facility for periodic imaging of the movable serviceable items after the valet receives custody of the moveable serviceable item;
- a connection, at least portions of which are electronic, for transmitting the images from said remote service facility to a display; and
- displays at said retail facility for showing images received from said service facility on at least a near real-time basis so that the remotely-provided services can be monitored at said retail facility.

Claim 31 (original): A service center according to Claim 30 wherein said retail facility is inside of an enclosed shopping mall.

Claim 32 (canceled)

Claim 33 (original): A service center according to Claim 30 wherein said remote service facility is underground.

Claim 34 (original): A service center according to Claim 30 further comprising a means for generating a signal notifying a customer that services have been performed at the remote service facility.

Claim 35 (original): A service center according to Claim 30 further comprising a means for transmitting the periodic images from said remote service center to a display at the retail facility.

Claim 36 (original): A service center according to Claim 30 further comprising a means for transmitting the periodic images from said remote service facility to a customer display.

Claim 37 (original): A service center according to Claim 36 wherein the customer display is selected from the group consisting of a personal digital assistant, a personal computer, or a cellular telephone.

Claim 38 (original): A service center according to Claim 30 comprising means for transmitting the images upon electronic demand from a customer.

Claim 39 (original): A service center according to Claim 30 comprising means for transmitting the images upon initiation from said retail facility.

Claim 40 (original): A service center according to Claim 30 comprising means for associating the images from said remote service facility with a designated customer so that the customer receives an image substantially limited to the customer's serviceable item.

Claim 41 (previously presented): A service center for offering short term services on automobiles in an environment in which the desired services cannot otherwise be performed on automobiles, said service center comprising:

- a retail facility that lacks automobile service capabilities while still providing access to customers seeking services on their automobiles;

- a valet for receiving custody of a customer's automobile from the customer;

- a remote automobile service facility with service capabilities for automobiles, said service facility being (i) external to the-retail facility, and (ii) accessible by said valet for moving an automobile to said remote automobile service facility;

- imaging facilities at said service facility for at least near real-time periodic imaging of customers' automobiles after the valet has received custody and while the automobiles are being serviced at said remote service facility;

- a connection, at least portions of which are electronic, for transmitting periodic images from said remote service facility to displays, wherein the images show service activities being performed on the customers' automobiles; and

- displays at said retail facility for showing the periodic images received from said service facility on the at least near real-time basis at which said imaging facility provides the images, so that the automobiles being serviced can be monitored at said retail facility.

Claim 42 (original) A service center according to Claim 41 wherein said retail facility is inside of an enclosed shopping mall so that a customer can remain within said mall while the customer's automobile is being serviced at the remote service facility.

Claim 43 (original): A service center according to Claim 41 wherein said service facility is in the mall parking area.

Claim 44 (canceled)

Claim 45 (original): A service center according to Claim 41 wherein the service facility is underground.

Claim 46 (original): A service center according to Claim 41 wherein said service facility includes portions underneath the mall parking area.

Claim 47 (original): A service center according to Claim 41 further comprising a means for generating an electronic signal notifying a customer that services have been performed at the remote service facility.

Claim 48 (original): A service center according to Claim 41 further comprising a means for transmitting the periodic images from said remote service center to a display at the retail facility.

Claim 49 (original): A service center according to Claim 41 further comprising a means for transmitting the periodic images from said remote service center to a customer display.

Claim 50 (original): A service center according to Claim 49 wherein the customer display is selected from the group consisting of a personal digital assistant, a personal computer, or a cellular telephone.

Claim 51 (original): A service center according to Claim 41 further comprising a means for transmitting periodic images from said remote service center to a customer while the customer is remote from both said retail facility and said service facility.

Claim 52 (original): A service center according to Claim 41 comprising a means for transmitting the images upon electronic demand from a customer.

Claim 53 (original): A service center according to Claim 41 comprising means for transmitting the images upon initiation from said retail facility.

Claim 54 (original): A service center according to Claim 41 comprising means for associating the images from said remote facility with a designated customer so that the customer receives an image substantially limited to the customer's automobile.

Claim 55 (previously presented): A service center for offering services on particular serviceable items in an environment in which the services cannot otherwise be performed on those items, said service center comprising:

- a retail facility for providing access to customers seeking services on moveable serviceable items, wherein said retail facility lacks capabilities to provide the services therein;

- a remote service facility with service capabilities for the movable serviceable items, said service facility being external to said retail facility, and wherein said service facility receives custody of the moveable serviceable items from a customer;

- imaging facilities at said service facility for periodic imaging of the movable serviceable items at said remote service facility on at least a near real-time basis after the service facility receives custody of the moveable serviceable items from the customer;

- a connection, at least portions of which are electronic, for transmitting the images from said remote service facility to a display; and

- displays at said retail facility for showing images received from said service facility on at least a near real-time basis so that the remotely-provided services can be monitored at said retail facility.

Claim 56 (previously presented): A service center according to Claim 55 comprising a return facility for returning custody of the movable serviceable items to customers, wherein said return facility is external to said retail facility and said remote service facility.

Claim 57 (previously presented): A service center according to Claim 55, wherein said service facility returns custody of the moveable serviceable items to customers.

Claim 58 (previously presented): A service center according to Claim 55, wherein said service facility is suitable for providing short turnaround services on moveable serviceable items.

Claim 59 (previously presented): A service center according to Claim 55 wherein said retail facility is inside of an enclosed shopping mall.

Claim 60 (previously presented): A service center according to Claim 55 wherein said remote service facility is physically removed from said retail facility.

Claim 61 (previously presented): A service center according to Claim 55 wherein said remote service facility is underground.

Claim 62 (previously presented): A service center according to Claim 55 further comprising a means for generating a signal notifying a customer that services have been performed at the remote service facility.

Claim 63 (previously presented): A service center according to Claim 55 further comprising a means for transmitting the periodic images from said remote service center to a display at the retail facility.

Claim 64 (previously presented): A service center according to Claim 55 further comprising a means for transmitting the periodic images from said remote service facility to a customer display.

Claim 65 (previously presented): A service center according to Claim 64 wherein the customer display is selected from the group consisting of a personal digital assistant, a personal computer, or a cellular telephone.

Claim 66 (previously presented): A service center according to Claim 55 comprising means for transmitting the images upon electronic demand from a customer.

Claim 67 (previously presented): A service center according to Claim 55 comprising means for transmitting the images upon initiation from said retail facility.

Claim 68 (previously presented): A service center according to Claim 55 comprising means for associating the images from said remote service facility with a designated customer so that the customer receives an image substantially limited to the customer's serviceable item.

Claim 69 (previously presented): A service center for offering services on automobiles in an environment in which the desired services cannot otherwise be performed on automobiles, said service center comprising:

- a retail facility that lacks automobile service capabilities while still providing access to customers seeking services on their automobiles;

- a remote automobile service facility with service capabilities for automobiles, said service facility being external to the retail facility;

- imaging facilities at said service facility for at least near real-time periodic imaging of customers' automobiles after said service facility receives custody from the customers and while the automobiles are being serviced at said service facility;

- a connection, at least portions of which are electronic, for transmitting periodic images from said remote service facility to displays, wherein the images show service activities being performed on the customers' automobiles; and

- displays at said retail facility for showing the periodic images received from said service facility on the at least near real-time basis at which said imaging facility provides the images, so that the automobiles being serviced can be monitored at said retail facility.

Claim 70 (previously presented): A service center according to Claim 69 comprising a return facility for returning custody of the automobiles to customers, wherein said return facility is external to said retail facility and said remote automobile service facility.

Claim 71 (previously presented): A service center according to Claim 69, wherein said service facility returns custody of the automobiles to customers.

Claim 72 (previously presented): A service center according to Claim 69, wherein said service facility is suitable for providing short turnaround services on automobiles.

Claim 73 (previously presented): A service center according to Claim 69 wherein said retail facility is inside of an enclosed shopping mall so that a customer can remain within said mall while the customer's automobile is being serviced at the remote service facility.

Claim 74 (previously presented): A service center according to Claim 69 wherein said service facility is in the mall parking area.

Claim 75 (previously presented): A service center according to Claim 69 wherein the service facility is underground.

Claim 76 (previously presented): A service center according to Claim 69 further comprising a means for generating an electronic signal notifying a customer that services have been performed at the remote service facility.

Claim 77 (previously presented): A service center according to Claim 69 further comprising a means for transmitting the periodic images from said remote service center to a display at the retail facility.

Claim 78 (previously presented): A service center according to Claim 69 further comprising a means for transmitting the periodic images from said remote service center to a customer display.

Claim 79 (previously presented): A service center according to Claim 78 wherein the customer display is selected from the group consisting of a personal digital assistant, a personal computer, or a cellular telephone.

Claim 80 (previously presented): A service center according to Claim 69 further comprising a means for transmitting periodic images from said remote service center to a customer while the customer is remote from both said retail facility and said service facility.

Claim 81 (previously presented): A service center according to Claim 69 comprising a means for transmitting the images upon electronic demand from a customer.

Claim 82 (previously presented): A service center according to Claim 69 comprising means for transmitting the images upon initiation from said retail facility.

Claim 83 (previously presented): A service center according to Claim 69 comprising means for associating the images from said remote facility with a designated customer so that the customer receives an image substantially limited to the customer's automobile.

Claim 84 (previously presented): A service center according to Claim 30 wherein the short turn around time comprises the valet returning the moveable serviceable item to a customer during a time period in which the customer remains present in said retail facility.

Claim 85 (previously presented): A service center according to Claim 41 wherein the short turn around time comprises the valet returning the moveable serviceable item to a customer during a time period in which the customer remains present in said retail facility.

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